

London Borough of Tower Hamlets

Children's Information Systems

Provider Portal - User Guide



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Logging in to Provider Portal

To login in to Provider Portal please visit the following link:

<https://education.towerhamlets.gov.uk/Synergy/Default.aspx>

1. One of two pages will appear. If this is what you see, then click the login text here.

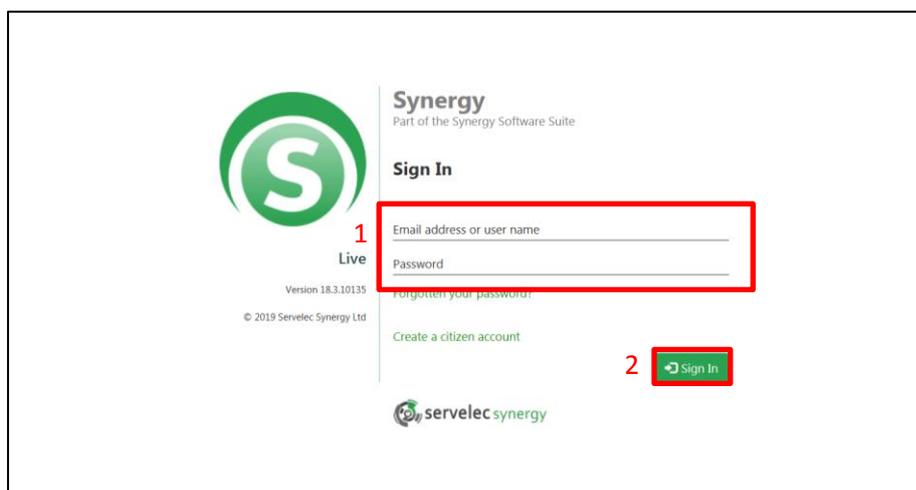


That will bring you to this page. If you were brought here in the first place then continue from here.

1. Your username and password should initially be provided to you by the local authority. When your details have been entered

2. Select sign in.

Additionally if you forget your password for any reason, or new a new user set up please contact the local authority.



Changing Passwords

Once you have logged in you will be taken to this page.

1. To change your password, click on your username here.



1. Now in the current password field type the password you just used to login. Then in the new and confirm password fields type in the new desired password

2. Select change password.

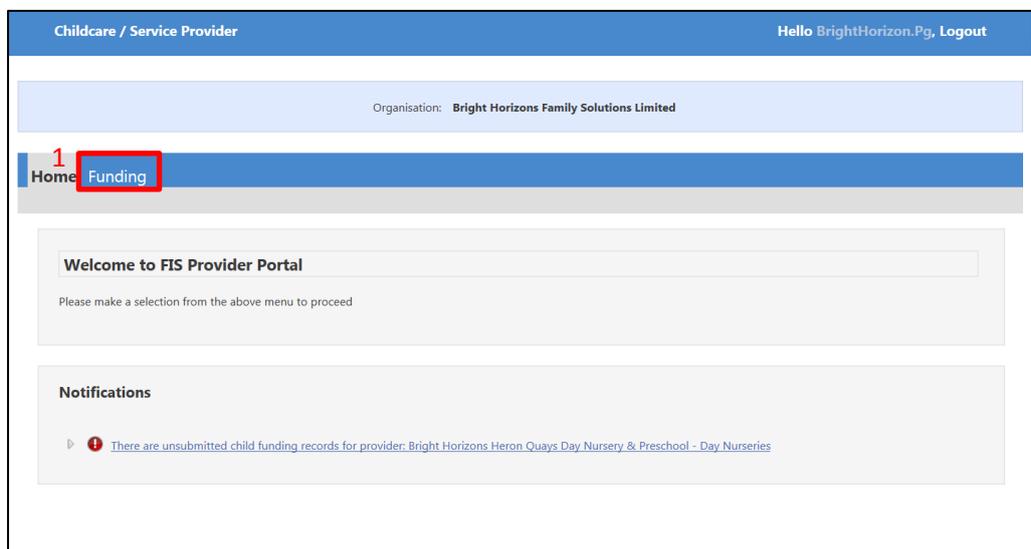
Note: if you do not enter the old password correctly, or the password entered in the new and confirm fields are not the same the password change will fail.

3. Now click on the Childcare / Service Provider button.

Funding

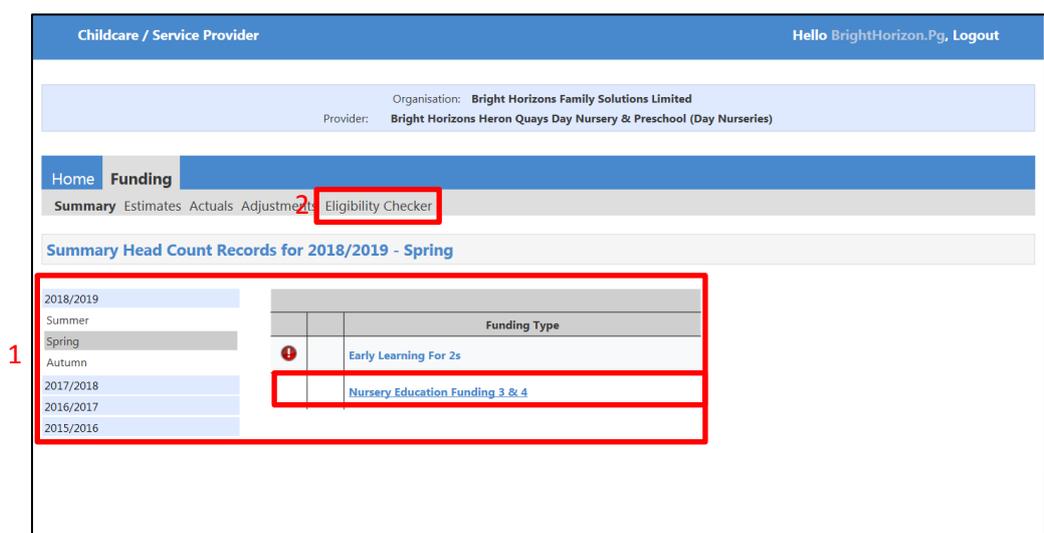
You now will be taken to the FIS provider portal welcome page.

1. Select the funding tab.



1. Select the relevant year, term and funding type. Note: The eligibility check and the information to enter mentioned later will only be available when you select Nursery Education funding 3 & 4. In this instance let us select that.

2. Now please ignore all other tabs as none will be relevant to the eligibility checker. Instead Select the Eligibility checker.



Eligibility checker

Eligibility checker allows you to check a child is eligible for extended hours.

1. Select the 30 hours free childcare button

Childcare / Service Provider Hello BrightHorizon.Pg, Logout

Organisation: Bright Horizons Family Solutions Limited
Provider: Bright Horizons Heron Quays Day Nursery & Preschool (Day Nurseries)

Home Funding **Eligibility Checker**

Summary Estimates Actuals Adjustments Eligibility Checker

Eligibility Checker

Use this area to check if a child is eligible for extended hours. Please click the button below and provide the details as required.

Data Protection Notice - a record of the check is maintained for monitoring purposes. The information supplied is NOT stored by the system.

1 **30 Hours Free Childcare**

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1. Then input the information in this window that pops up.
2. Then select submit, or cancel to go back to the eligibility checker main page.

30 Hours Free Childcare

Please enter a valid Eligibility Code and Child Date of Birth, together with Parent/Carer Details.
Partner Details are optional but if entered then all fields, except Forename, must be filled in.

1

Eligibility Code*

Child Date of Birth*

Parent/Carer Forename

Parent/Carer Surname

Parent/Carer NI Number*

Consent must be given for this Eligibility Check

Partner Forename

Partner Surname

Partner NI Number

*denotes mandatory fields

2 **Submit** **Cancel**

For technical issues: Password resets, link requests, system is not doing what it supposed to call:
0207 364 6687, or email: CIS@towerhamlets.gov.uk

For process related Issues: Questions on the various aspects like why, how, if, who, should, etc. then
contact: 0207 364 1553